



Community Development Operations Manager

Purpose of the role:

Under general direction, plans and organizes activities and operations within the Community Development Department with an emphasis on efficient, effective and high-quality service delivery for all department functions; coordinates assigned activities with other divisions, other departments and outside agencies as well as private parties; serves as a project manager in a leadership role for special projects; and performs related duties as assigned.

Distinguishing Characteristics:

The Community Development Operations Manager assumes responsibility for planning and organizing Community Development programs, services, and operations to increase effectiveness and efficiency of the Department. Incumbents in this class report directly to the Community Development Deputy Director – Operations, participate in the development of goals, objectives, policies, and priorities for all Department functions. The incumbent is responsible for promoting collaborative efforts of within the Community Development Department as well as with other departments, outside agencies, individuals or business organizations. Assignments are varied and carried out with considerable judgment and independence.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans organizes, and evaluates programs, services and operations for efficient, effective and high-quality service delivery of Community Development Department functions including but not limited to: public counter, building and safety, planning, code compliance, open space management, housing and department administration.
- Develops performance metrics, standards and or expectations for high quality service delivery, and monitoring and reporting mechanisms to evaluate staff, division and department performance.
- Supports division managers in the determination and provision of necessary staff training to achieve expected service delivery.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, in accordance with the City's Personnel Rules and Regulations.
- Identifies opportunities for improving service delivery methods and procedures; coordinates in-house committees and focus groups to develop improved processes; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment through selection, training, and day-to-day management practices that supports achieving the department's and the City's mission, objectives and values.
- Explains, justifies, and defends assigned programs and activities; responds to and resolves difficult and sensitive citizen inquiries and complaints; provides information and assistance to customers regarding laws, policies, regulations, standards and procedures with respect to Community Development Department functions.
- Coordinates Community Development activities with other City departments, outside agencies, customers, and the general public. May serve on inter-agency committees, boards, and commissions.
- Assists with organizational efficiency tasks including, but not limited to: analysis, development, and monitoring department budgets; development, analysis, monitoring and presentation of performance metrics; and process improvements and technology initiatives.
- Prepares clear, concise and informative written, graphic and verbal communications including analytical reports, correspondence, and presentation materials on various topics related to Community Development Department functions; presents reports to a variety of audiences as appropriate and necessary.
- Serves as a project manager for special projects for the Department, including highly sensitive topics.
- Prepares comprehensive analysis and recommendations.
- Makes presentations at executive staff meetings, ad-hoc committees, boards and commissions, City Council meeting, public hearings and community workshops.
- Serves as the hearing officer, as required, for any Community Development function that requires an administrative hearing.

- Maintains current knowledge of new trends and innovations for municipal and Community Development functions; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- Performs related duties as required.



The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of all functions within a Community Development Department
- Principles and practices of leadership, management, supervision, training, and performance evaluation.
- Principles and practices of municipal budget preparation and control
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Research, analyze, and evaluate new service delivery methods and techniques.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Communicate clearly and concisely, both orally and in writing.
- Participate in the development and administration of goals, objectives, and procedures.
- Effectively coordinate Community Development services.
- Prepare, analyze and administer budgets.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Interpret maps, site and building plans and specifications, graphs and statistical data.
- Exercise sound independent judgment within established guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work. Respond and perform assigned duties in the event of a City-declared emergency.
- Supervise, direct, and coordinate the work of assigned staff.
- Select, supervise, train, evaluate and discipline staff.

***Desired
Minimum
Qualifications:***

Competencies:

- Effective Communicator
- Strategic Thinker
- Results Oriented
- Problem Solver and Decision Maker
- Planner and Organizer
- Skill and Career Development Coach
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education and
Experience
Guidelines:**

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in urban planning, public administration, business administration, or a related field. A Master's degree in a related field is highly desirable.

Experience:

Six years of increasingly responsible experience including one year of administrative and/or lead supervisory responsibility and experience in a community development program area.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; may also require incumbents to perform site visitations that involve exposure to outdoor weather conditions and possible exposure to chemicals, fumes, dust, and air contaminants; interact with officials and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 6/19/18

Date Revised: